

VIRGINIA Relay Service

March, 2004

Commendations

Voice March 7, 2004

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

TTY March 8, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY March 12, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice March 17, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice March 25, 2004

The customer commended the CA for his/her intonation during the conversation.

Category: CA/OPR Related

TTY March 26, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice March 29, 2004

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY March 29, 2004

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY March 30, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

Inquiries/Comments

TTY March 4, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Updated the relay choice profile with the customer's preferred carrier of choice.

Contact Closed: March 4, 2004

Voice March 4, 2004

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 5, 2004

Voice March 5, 2004

The customer requested her carrier of choice be removed from her profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: March 5, 2004

Voice March 9, 2004

The customer requested additional information from a previous relay call.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that relay call information is confidential.

Contact Closed: March 9, 2004

Voice March 10, 2004

The caller requested a toll restriction be placed on the line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the restriction as requested.

Contact Closed: March 13, 2004

Voice March 10, 2004

The customer requested brochures on the relay service.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Sent the requested information to the customer.

Contact Closed: March 11, 2004

Voice March 11, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: March 11, 2004

Voice March 12, 2004

The customer requested updated brochures for Virginia Relay.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the customer current brochures on relay, Internet Relay, and Video Relay Services.

Contact Closed: March 12, 2004

Voice March 13, 2004

The customer inquired about TTY devices that are compatible with cell phones.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to product distributors.

Contact Closed: March 13, 2004

Voice March 15, 2004

The caller asked whether a PC could be used to place relay calls.

Category: Computer Settings

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided hyperterminal settings for placing relay calls.

Contact Closed: March 15, 2004

TTY March 15, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: March 17, 2004

Voice March 15, 2004

The caller asked why he was billed from AT&T for long distance relay calls when his carrier is Verizon.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained Relay Choice Profile and set up profile indicating his preferred carrier.

Contact Closed: March 15, 2004

TTY March 19, 2004

The customer said AT&T had billed her international relay calls, but AT&T is not her long distance

carrier.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that carrier of choice is not available for international relay calls.

Contact Closed: March 29, 2004

TTY March 20, 2004

The caller asked if AT&T had internet service available in her area.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to AT&T Worldnet for assistance.

Contact Closed: March 22, 2004

Voice March 23, 2004

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and VCO as well as the charges associated with local toll and long distance relay calls.

Contact Closed: March 23, 2004

TTY March 23, 2004

The caller asked why she is unable to place long distance relay calls.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Investigated and removed the restriction from the caller's line.

Contact Closed: April 5, 2004

Voice March 24, 2004

The caller had questions about using 2-Line VCO.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that during 2-Line VCO calls, the CA cannot ask the party to speak slower.

Contact Closed: March 24, 2004

Voice March 24, 2004

The caller asked if relay calls could be traced.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to his local phone company to report the problem.

Contact Closed: March 25, 2004

TTY March 24, 2004

The customer submitted a Relay Choice Profile form to update her profile so that her relay calls would not be billed to Sprint.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Requested copy of customer's bills to investigate the charges. - Pending

Contact Closed:

Voice March 30, 2004

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 30, 2004

TTY March 30, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: April 1, 2004

VIRGINIA RELAY SERVICE
Customer Contact Report
(April, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	8	8	16
Relay/OSD Related			
Other			
Total Commendations	8	8	16
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information	9	5	14
Outreach/Marketing	3	1	4
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service	1		1
Billing/Rate	4	3	7
Computer Settings			
Technical Related	4	1	5
Other	4	3	7
Total Inquiries/Comments	27	13	40
Grand Total	35	22	57

VIRGINIA Relay Service

April, 2004

Commendations

Voice April 1, 2004

The customer commended the CA for being patient and for his/her typing skills.

Category: CA/OPR Related

Voice April 2, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 7, 2004

The customer commended the CA for his/her voice inflection and intonation.

Category: CA/OPR Related

Voice April 12, 2004

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY April 15, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY April 19, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY April 20, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY April 22, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY April 22, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY April 23, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice April 23, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 26, 2004

The customer commended the CA for keeping the caller informed of call progress.

Category: CA/OPR Related

Voice April 26, 2004

The customer commended the CA for his/her efficiency and typing skills.

Category: CA/OPR Related

TTY April 27, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY April 27, 2004

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice April 28, 2004

The customer commended the CA for his/her efficiency and professionalism.

Category: CA/OPR Related

Complaints

TTY April 29, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Manager discussed the complaint with the CA. Apologized to the customer for the problem on his/her call.

Contact Closed: April 29, 2004

Inquiries/Comments

Voice April 2, 2004

The customer requested information on VCO phone, VDDHH, TAP assistance and Virginia Relay.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 2, 2004

TTY April 5, 2004

The customer requested that the caller use a pre-paid card instead of calling collect.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that some phone lines are restricted to collect billing only.

Contact Closed: April 5, 2004

Voice April 5, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: April 7, 2004

Voice April 5, 2004

The customer requested that a billing screen code be removed from his/her number.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Verified that the screen code was not valid and had the code removed.

Contact Closed: April 7, 2004

Voice April 5, 2004

The customer questioned why the collect charges billed to his/her number were so high, and explained that he/she would prefer to use MCI.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Verified that the charges were correct, and told the customer to advise the CA that he/she prefers to use MCI as carrier of choice.

Contact Closed: April 5, 2004

Voice April 5, 2004

The customer questioned why he/she is being billed long distance for local calls by Verizon.

Category: LEC Service

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: The customer had already contacted Verizon to have charges removed. Set up a Relay Choice Profile for customer's carrier of choice.

Contact Closed: April 19, 2004

Voice April 6, 2004

The customer reported that his/her friend is having trouble using a VCO TTY phone.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing who has been working with the customer.

Contact Closed: April 6, 2004

Voice April 6, 2004

The customer requested 50 Virginia Relay brochures.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Forwarded the customer's request to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 6, 2004

Voice April 7, 2004

The customer asked why he/she receives garbling through relay, but not through direct dialed calls.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained the various things which can cause garbling. Did test calls and updated customer's Relay Choice Profile to correct settings.

Contact Closed: April 9, 2004

TTY April 7, 2004

The customer stated that people were not able to reach him/her by dialing 711.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Did test call and got reorder signal. Reported problem to LEC who repaired problem with line.

Contact Closed: April 9, 2004

Voice April 9, 2004

The customer is being billed long distance for local calls by Verizon.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Contacted the customer to get more information. Customer had contacted Verizon and they will issue a credit for the charges.

Contact Closed: April 9, 2004

Voice April 12, 2004

The customer wanted to know if VA Relay supported his/her new Superprint 4425 e-turbo TTY.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Advised customer that e-turbo is compatible with VA Relay and that all features offered by e-turbo are currently available through the AT&T platform.

Contact Closed: April 16, 2004

TTY April 12, 2004

The customer requested information about relay, VCO, and Carrier of Choice.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained relay and VCO. Explained Relay Choice Profile and offered to assist customer in setting up RCP.

Contact Closed: April 12, 2004

Voice April 13, 2004

The customer requested information to assist in a presentation on how to use a TTY.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 13, 2004

TTY April 13, 2004

The customer requested a copy of a conversation of a relay call.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.
Resolution: Explained that all calls are confidential and that we do not make copies of conversations.
Contact Closed: April 13, 2004

TTY April 13, 2004

The customer suggested that the word deaf be used in the relay explanation phrase.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Forwarded the suggestion to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 15, 2004

TTY April 13, 2004

The customer would like the CA to be able to address him/her by name.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Forwarded the suggestion to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 15, 2004

TTY April 13, 2004

The customer made several suggestions on ways to improve relay, including distributing pamphlets and brochures.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Assured customer we would forward his/her suggestions to Virginia Department for the Deaf and Hard of Hearing and specific departments in AT&T.

Contact Closed: April 15, 2004

TTY April 15, 2004

The customer was concerned about having to hold for an operator when placing an emergency call to a vet.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that there are peak calling times, but that customer should never have to hold for longer than a few seconds.

Contact Closed: April 15, 2004

Voice April 16, 2004

The customer wanted to know which relay number should be programmed into his/her new TTY.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Advised the customer that 711 or the 800 number would connect to VA Relay.

Contact Closed: April 16, 2004

Voice April 16, 2004

The customer reported what he/she suspects are fraud relay calls.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Suggested that the business may want to set up some type of internal verification system to help identify fraud calls.

Contact Closed: April 16, 2004

Voice April 16, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: April 16, 2004

Voice April 18, 2004

The customer wanted to know the voice number for the Do Not Call Registry.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Advised the customer to call the TTY number and ask for a supervisor.

Contact Closed: April 18, 2004

Voice April 19, 2004

The caller asked how to place a relay call.

Category: Explain Relay

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained relay.

Contact Closed: April 19, 2004

Voice April 19, 2004

The customer had questions about using his/her Hiptop.

Category: TTY Distrib/Purchase

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Gathered information on Hiptop and referred customer to Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 19, 2004

Voice April 20, 2004

The customer requested brochures on the relay service.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Sent the requested information to the customer.

Contact Closed: April 20, 2004

TTY April 21, 2004

The customer reported being billed by both AT&T and Verizon for long distance calls.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice and had AT&T charges removed.

Contact Closed: April 22, 2004

Voice April 21, 2004

The caller requested information on the relay service.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes. Made several attempts to contact customer but was not successful.

Contact Closed: April 28, 2004

Voice April 21, 2004

The customer reported a suspected fraud relay call.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred customer to the FCC and FTC website.

Contact Closed: April 28, 2004

Voice April 21, 2004

The customer requested information on relay.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes. Called customer several times to provide information, but no response.

Contact Closed: April 22, 2004

TTY April 22, 2004

The customer reported that a block had incorrectly been placed on his/her line prohibiting long distance calls.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Removed block and notified customer.

Contact Closed: April 22, 2004

TTY April 22, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: April 22, 2004

Voice April 23, 2004

The customer requested information on how relay users connect to 911.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that Relay has a special database of emergency numbers to connect customers placing 911 calls.

Contact Closed: April 23, 2004

Voice April 26, 2004

The customer stated that he/she dialed 711 and did not get upfront automation.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Customer said his/her call went directly to a CA. Documented for reporting purposes.

Contact Closed: April 27, 2004

Voice April 27, 2004

The customer questioned the charge for a collect call.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Verified charges were correct. Sent customer some prepaid calling cards.

Contact Closed: April 28, 2004

Voice April 27, 2004

The caller questioned why she received TTY tones when calling 711 for voice relay.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up Relay Choice Profile showing communication type as voice.

Contact Closed: April 28, 2004

Voice April 29, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: April 29, 2004

TTY April 30, 2004

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Updated the profile and advised the customer it had been done.

Contact Closed: May 3, 2004

Voice April 30, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: May 3, 2004

TTY April 30, 2004

The customer reported that he/she is being billed by Verizon for local calls through relay.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Recommended that customer contact his local carrier to have charges removed.

Contact Closed: May 5, 2004

VIRGINIA RELAY SERVICE
Customer Contact Report
(May, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	7	2	9
Relay/OSD Related			
Other			
Total Commendations	7	2	9
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information	1	2	3
Outreach/Marketing		1	1
Explain Relay			
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	2	1	3
Computer Settings			
Technical Related			
Other	5	5	10
Total Inquiries/Comments	8	9	17
Grand Total	15	12	27

VIRGINIA Relay Service

May, 2004

Commendations

Voice May 3, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 6, 2004

The customer commended the CA for his/her wonderful customer service skills.

Category: CA/OPR Related

Voice May 6, 2004

The customer commended the CA for being patient and courteous.

Category: CA/OPR Related

Voice May 6, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice May 10, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY May 12, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 21, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 25, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY May 25, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

TTY May 6, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 10, 2004

Inquiries/Comments

Voice May 3, 2004

The customer requested information on setting up a TTY.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Contacted the customer and offered assistance in setting up TTY.

Contact Closed: May 3, 2004

TTY May 4, 2004

Customer requested information on various TTY signals.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained to the customer the difference between a ringing signal and a busy signal light flash.

Contact Closed: May 4, 2004

Voice May 4, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: May 4, 2004

Voice May 6, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: May 6, 2004

TTY May 7, 2004

The customer wanted to set up a Relay Choice Profile as he/she is being billed by both Verizon and AT&T.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Entered the profile per customer's request and referred to billing department.

Contact Closed: May 7, 2004

Voice May 10, 2004

The customer would like to have the billing restriction removed from his/her line.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Advised the customer there was a balance owing on his/her account and referred to billing department.

Contact Closed: May 27, 2004

Voice May 10, 2004

Customer reported humming noise on phone line.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred customer to LEC or TTY manufacturer.

Contact Closed: May 10, 2004

Voice May 11, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: May 12, 2004

TTY May 11, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 11, 2004

TTY May 11, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 11, 2004

TTY May 18, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice, VCO and Turbo Code.

Contact Closed: May 18, 2004

TTY May 19, 2004

The customer requested brochures and lanyards for a meeting.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Mailed brochures and lanyards to the customer.

Contact Closed: May 19, 2004

TTY May 21, 2004

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Updated the profile, and advised the customer it had been done.

Contact Closed: May 21, 2004

Voice May 25, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 25, 2004

Voice May 26, 2004

The caller requested assistance with his AT&T long distance bill.

Category: Billing/Rate

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to Residential Billing for assistance.

Contact Closed: May 29, 2004

TTY May 27, 2004

The customer requested information about AT&T Wireless Service with Sidekick.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Provided number for AT&T Wireless.

Contact Closed: May 27, 2004

TTY May 28, 2004

The customer requested information about sign language classes.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 28, 2004